

ORIGINAL



0000087730

Here are a couple more reasons why Northern Sunrise Water Co. a subsidiary of Algonquin Water Utility gives terrible customer service and should not be allowed to enlarge their service area.

1. The evening of the CC meeting on June 23 in Sierra Vista, I received in the mail a late notice with a threat to cut off my water if not paid by the 30th. This was the 1st time I had ever been late with payment and most of the time I not only pay early, I usually have a credit balance since I round up and frequently pay what I think will be the amount due the next month so I don't have to waste a stamp every month. I have a lot of animals I care for. To threaten to cut off my water during the hottest month of the year and not even give me 5 full business days to pay especially considering my payment record, I think was poor customer service. Not only that, they expected me to pay the \$49.87 that was past due but also to pay the next month's bill of \$61.36 that wouldn't ordinarily be due until 7/11. After arguing with a service rep, I finally was able to convince them that only the past due amount needed to be paid to keep my water from being turned off.

2. In July, my meter wasn't read so they estimated my usage at double the amount used in June, the hottest and driest month of the year! I called on the 28th, the day after I received the bill and complained that because of all the rain, I hadn't been watering so there was no way I could use that much water and have never used that much water. They offered to have the meter read the next day, the 29. I called the 30th to find out the results and was told a supervisor would have to call me. The next day I was told I had a \$16 credit (and this was 3 weeks after the meter was originally due to be read). So I asked if I could just subtract \$16 off my bill and was told I would have to pay the large estimated bill and that the credit would show up the following month. I said that's not fair because then the company gets the use of my money for an entire month. Why would I want my meter read if I wasn't going to be able to use the credit immediately? If they estimate X number of bills every month, just think of the interest they collect from the bank! Also I noticed the latest bill I received doesn't even give a due date just "due upon receipt". Do they really expect people to run out to the post office the minute a bill is received? Don't they have to give at least 5 business days in order to pay a bill? At what point would the bill become late?

Theresa Zapotocky [REDACTED] Huachuca City (actually Whetstone)
[REDACTED]

W-20453A-06-0247
W-20454A-06-0248
W-20453A-06-0251
W-20454A-06-0251
W-01646A-06-0251
W-01868A-06-0251
W-02235A-06-0251
W-02316A-06-0251
W-02230A-06-0251
W-01629A-06-0251
W-02240A-06-0251

Arizona Corporation Commission

DOCKETED

AUG 15 2008

DOCKETED BY	
-------------	--

AZ CORP COMMISSION
DOCKET CONTROL

2008 AUG 15 A 10:55

RECEIVED

email rec'd 8-11-08/ss